



**New Mexico Taxation & Revenue Department
Monthly Executive Dashboard as of September 30, 2016**

NMTRD Exec Staff: Secretary- Demesia Padilla, CPA Deputy Secretary - John Monforte ACD – Ron Scott
 ITD – Mike Baca ASD – Vacant RPD – JoAnn Zuniga TFID – Vacant
 MVD – William Duran PTD - Vacant General Counsel – Diana Martwick

Office of the Secretary - (505) 827-0341
 Administrative Services - (505) 827-0369
 Audit and Compliance - (505) 827-0900
 Motor Vehicle - (505) 827-2296
 Property Tax - (505) 827-0870
 Revenue Processing - (505) 827-0800
 Tax Fraud Investigations - (505) 841-6544

Tax Fraud Investigation Division (TFID)			
Original Entry Date	Case Description	Disposition	Disposition Date
September	Embezzlement	A jury trial scheduled for the week of September 19th, 2016 regarding an embezzlement case in the Sixth Judicial District of New Mexico was continued to a later date to be determined.	Ongoing
Personnel	The Forensic Audit Manager participated in the Security Summit Information Sharing and Analysis Center (ISAC) Simulation Experiment (SIMEX) lead by Mitre Corporation in McLean, VA the week of September 26th. This collaboration and analysis between IRS, states and industry will impact New Mexico by identifying, sharing, conducting collaboration and analysis of information relating to identity theft tax refund fraud.		

Property Tax Division (PTD)				
Delinquent Property Tax Bureau	Goal	Actual Results	% of Goal	Goal Type
Delinquent Accounts Worked	12,000	9,500	79%	Cumulative
Scheduled Delinquent Tax Sales	33	32	97%	Statutory
Delinquent Tax Sales # Counties	33	32	97%	Cumulative
State Assessed Bureau				
Full Value of Assessed Properties	\$18,000,000,000	\$20,289,828,192	112.72%	Cumulative
Number Of Companies Reporting	600	568	95%	Cumulative
Returns Submitted/Completed	586	564	96%	Cumulative
Appraisal Bureau				
Assessor Evaluations Completed	33	33	100%	Statutory
Appraisals/Reviews Performed	60	59	98%	Cumulative
No. of Counties - Scheduled Protest Hearings	28	24	86%	Cumulative

Personal Income Tax Results (PIT 2015)					
Returns Processed	SEPT 2016 Count	YTD Count	Current Exception Inventory	% of Returns Paper vs. E-File	Exception %
Paper Returns	1,087	191,391		10.7%	
E-filed Returns	7,781	1,595,398		89.3%	
Total	8,868	1,786,789	556		0.03%
Refunds Issued	SEPT 2016 Count	YTD Amount	YTD Count	% of Returns Paper vs. E-File	YTD \$
Paper Check	2,434	\$2,662,958	165,140	24.9%	\$62,962,327
Direct Deposit	2,055	\$2,587,663	499,209	75.1%	\$247,641,713
Total	4,489	\$5,250,621	664,349		\$310,604,040
Payments Received**	SEPT 2016 Count	YTD Amount	YTD Count	% of Returns Paper vs. E-File	YTD \$
Check	36,145	\$43,233,840	284,523	74.0%	\$307,380,614
ACH	6,445	\$4,943,376	99,714	26.0%	\$57,511,118
Total	42,590	\$48,177,215	384,237		\$364,891,732

Financial Distribution Bureau (ASD)						
Tax Program	MTD Distribution Amount	MTD Distribution Amount	YTD Distribution Amount	Last Year YTD Distribution Amount	YTD \$ Change Inc/(Dec)	YTD % Change
Combined Reporting System (GRT, etc)	417,506,401	452,353,992	1,219,561,010	1,244,258,210	(24,697,200)	-2%
Oil & Gas Taxes	55,598,929	72,946,275	127,882,035	221,738,966	(93,856,931)	-42%
CFT/MVET/Weight Distance Taxes	53,672,927	53,710,109	174,437,788	174,963,453	(525,665)	0%
Personal Income Tax	19,238,527	19,582,817	89,456,184	109,816,247	(20,360,063)	-19%
Corporate Income Tax	(1,816,275)	(11,442,435)	(330,369)	21,139,997	(21,470,366)	-102%
Royalties from Leasing MVD Data	620,145	714,781	1,955,254	2,105,049	(149,795)	-7%
Other programs	18,797,454	19,414,204	67,555,552	64,712,622	2,842,930	4%
Total	563,618,108	607,279,743	1,680,517,453	1,838,734,542	(158,217,090)	-9%

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Audit & Compliance Division (ACD)		
Collections	September	YTD
Collections Goal *	\$18,951,742	\$ 227,420,905
Actual Collections	\$12,583,681	\$ 44,797,314
Percent of Goal	66%	20%

Tax Credits (YTD Only)	# Completed	Disallowed Amount
Film Production Credit	14	\$ 486,872
High Wage Credit	14	\$ 3,440,096
Investment Credit	4	\$ 166,623
Technology Jobs Credit	4	\$ 80,481
Rural Jobs Credit	1	\$ 34,000
Advanced Energy Credit	0	0
Alternative Energy Credit	2	\$ 15,708
Total	39	\$ 4,223,779

Compliance	September	YTD
Refunds Denied	\$ 73,048	\$ 722,775
Bankruptcy Collections	\$ 128,908	\$ 806,758
Compliance Assessments	\$ 57,479	\$ 118,143
Bankruptcy Proofs #	56	156
PIT Project Notices #	1,463	5,324

Audits in Progress **	September	YTD
# Rec'd for Review	98	283
# Assessed	108	302
Amount Assessed	\$ 4,133,895	\$ 13,005,545

*The collections goal YTD is the annual goal for FY17. The snapshot of the YTD goal and collections would be, collections goal of \$56,855,226 with actual collections of \$44,797,314, which represents 78.8% of our goal.

**The Audits in Progress section only represents audits that have been reviewed by ATSS.

Motor Vehicle Division (MVD)	
Metric Measure	Results
Field Office Arrivals, Average Wait Time & Customer Satisfaction	
Customer Arrivals (total)	122,551
Average Wait Time	0:19:47
Customer Satisfaction (percentage good/excellent)	98.57%
Call Center Incoming Calls, Average abandon Rate, & Average Wait Time	
Calls Coming In (total)	90,770
Abandon Rate	69.13%
Average Wait Time	0:09:29
Customer Satisfaction Average (scale; 1-100; higher is better)	60.50%
Average Insured Rate	
Average Insured Rate	89.49%

Information Technology Division (ITD)		
Common Categories	Service Pro	GenTax
Open	167	397
New	1395	68
Resolved	(1,228)	(52)
Net Total	334	413

Human Resource (HR)	
Description	Total
Work Orders YTD	1,502
FTE on TOOL	1,086
Filled Positions	865
Vacant Positions	221
Vacancy Rate	20.0%
Grievances Pending	0

Office of Internal Oversight (OIO)		
Description	September	YTD
Audits carry-over from FY 2016	9	9
FY 2017 Assigned	1	8
Canceled	0	7
Completed	0	7
Status for Month End		
Assigned		1
Background		0
Work in progress		1
Report stage		0
Awaiting responses		1
Total open audits:		3
Other		
None		

PROTEST OFFICE				
Activity	Total	Audit	Non-Audit	%Audit
Beginning Balance 9/1/2016	413	105	308	25.42%
Protests Acknowledged	162	6	156	3.70%
Protests Closed	161	8	153	4.97%
Ending Inventory	414	103	311	24.88%
Ending Inventory Dollar Amount	\$105,156,384	\$68,664,566	\$36,491,818	65.30%
Formal Hearings Scheduled	Not Available			
Legal Working	406			
Inventory in Protest Office	8			